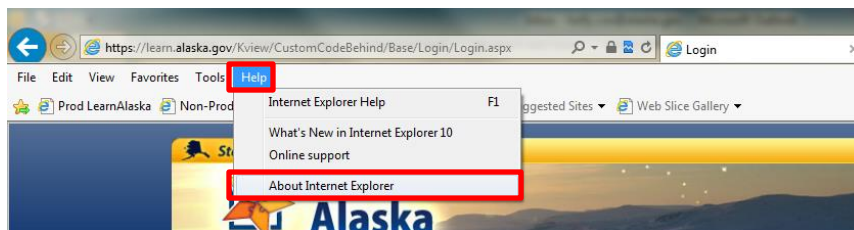## RECOMMENDED BROWSER FOR LEARNALASKA

The recommended browser when accessing LearnAlaska is Internet Explorer 8 or 9. Other browsers such as Chrome or Firefox can be used, but you may experience some minor issues.

NOTE: There are known issues with Internet Explorer 10. Follow the below instructions to know what version of Internet Explorer you are using. If you are using Internet Explorer 10 you will need to set your browser to compatibility mode to use LearnAlaska.

1. Open Internet Explorer

2. If the Menu bar is not visible at the top of your browser window, press the Alt key to display it.

3. From the menu click **Help** and select ***About Internet Explorer***

4. This opens a separate window called About Internet Explorer that lists the version and product information.
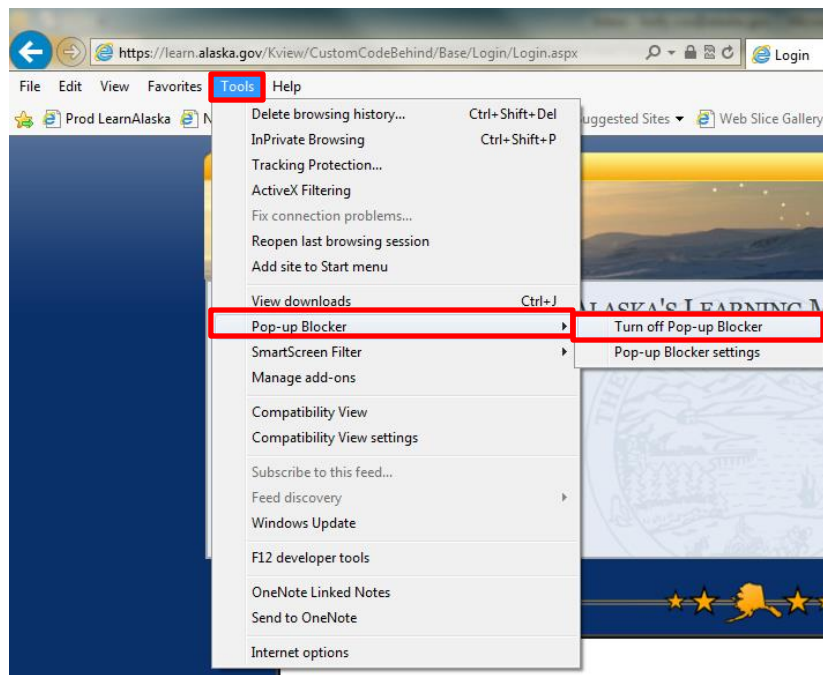
HOW TO DISABLE THE POP-UP BLOCKER IN INTERNET EXPLORER (8, 9 10)

Pop-up blockers must be turned off to use LearnAlaska. LearnAlaska utilizes pop-up items frequently and will not function properly if blocked. There are two options to disable the pop-up blocker. One, is to just turn off pop-up blocker. The other, is to list LearnAlaska on the allowed list for pop-ups.
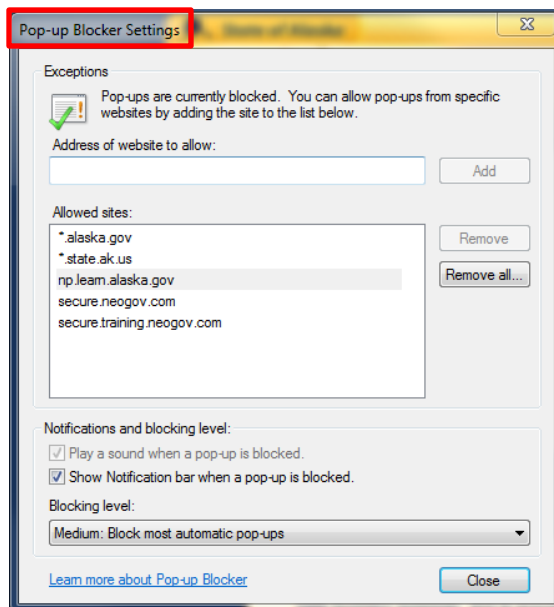
Turn Off Pop-up Blocker

1. Open Internet Explorer

2. If the Menu bar is not visible at the top of your browser window, press the Alt key to display it.

3. From the menu click **Tools**

4. In the dropdown, click on **Pop-up Blocker**

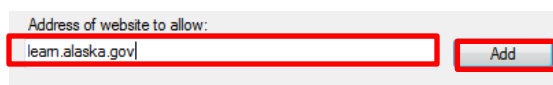5. In the side menu that opens click **Turn Off Pop-up Blocker**

6. Pop-ups are turned off at this point and can be turned back on in the same way.
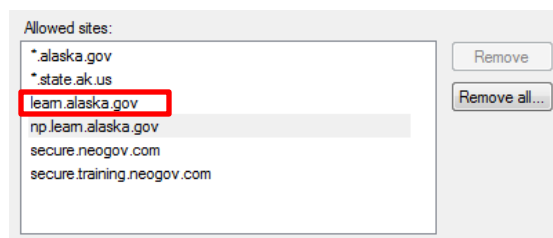
Add LearnAlaska to the Allowed List for Pop-ups

1. Open Internet Explorer

2. If the Menu bar is not visible at the top of your browser window, press the Alt key to display it.

3. From the menu click **Tools**

4. In the dropdown, click on **Pop-up Blocker**

5. In the side menu that opens click **Pop-up Blocker Settings**

6. A window opens up called Pop-up Blocker Settings

7. In the **Address of website to allow** field enter **learn.alaska.gov**

8. Click **Add**

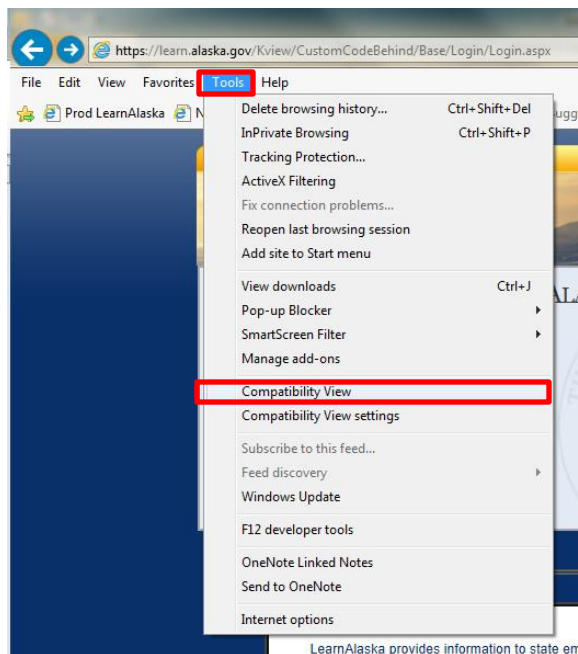9. Learn.alaska.gov should now appear in the **Allowed sites** list

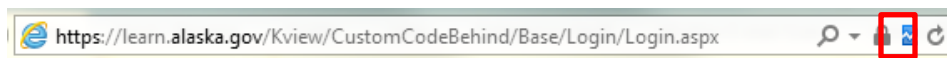## HOW TO TURN ON COMPATIBILITY VIEW IN INTERNET EXPLORER

If you are using Internet Explorer 10 you will need to use LearnAlaska in compatibility view due to known issues with LearnAlaska and Internet Explorer 10. If you experience any issues while using Internet Explorer 8 or 9 it is recommended you try to switch to compatibility view to see if that solves the problems.

Turn on Compatibility View

1. Open Internet Explorer

2. If the Menu bar is not visible at the top of your browser window, press the Alt key to display it.

3. *Option 1*

    a. From the menu click *Tools*
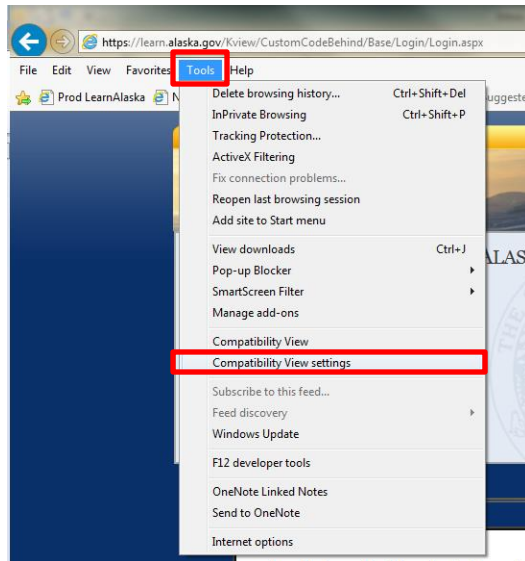
    b. In the dropdown, click on *Compatibility View*

4. *Option 2*

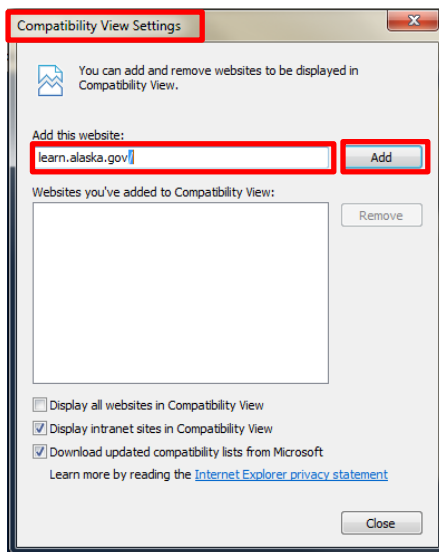   a. In the URL click on the [icon] in the address bar

Add LearnAlaska to the Compatibility View List

1.   Open Internet Explorer

2.   From the menu click **Tools**

3.   In the dropdown, click on **Compatibility View Settings**

4.   A window opens up called Compatibility View Settings

5.   In the **Add this website** field enter **learn.alaska.gov**

6.   Click **Add**

7.   learn.alaska.gov should now appear in the W**ebsites you've added to Compatibility View** list

Please contact the LearnAlaska Help Desk at **LearnAlaska.HelpDesk@alaska.gov** if you have any questions.